

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Military & Veterans Program Manager II**

**Class Code: 11443**

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### **A. Purpose:**

Directs the operation of the Veterans Affairs Claims Office ensuring that all state and Federal laws and regulations as well as division policy and procedures are adhered to and services are provided to veterans and their dependents.

### **B. Distinguishing Feature:**

The Military & Veterans Program Manager II supervise the veterans' claims processing office and supervises claims processing staff.

The Military & Veterans Program Manager I acts as a lead worker and is responsible for coordinating and directing program operations.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Directs the operation of the Veterans Affairs Claims Office to ensure the complete and accurate processing and presentation of claims to the Veterans Administration.
  - a. Reviews and interprets federal and state laws and regulations and Veterans Administration policies and procedures.
  - b. Establishes, implements, and monitors office procedures.
  - c. Reviews Court of Veterans Appeals decisions.
    - i. Ensures cases are properly developed.
    - ii. Determines if cases are appropriately presented.
2. Prepares an annual budget for the operation of the office to ensure funding for personal services and operations.
  - a. Prepares budget justifications.
  - b. Authorizes expenditures for the operation of the office.
3. Supervises subordinate staff to ensure the goals and objectives of the work unit are met.
  - a. Interviews and selects staff.
  - b. Provides training and work direction.
  - c. Approves leave requests.
  - d. Addresses staff problems and recommends disciplinary actions.
  - e. Conducts performance appraisals and completes performance documents.
4. Performs other work as assigned.

### **D. Reporting Relationships:**

Reports to the Director of the Division of Veterans Affairs. Supervises Veterans Services Specialists, Veterans Services Claims Examiners, a clerical staff.

## **E. Challenges and Problems:**

Challenged to maintain control of all claims processing activities. This is difficult due to changing laws, regulations, policies, and procedures; and the need to ensure cases are properly developed and presented.

Typical problems include maintaining control of claims processing; reviewing initial decisions and appeal cases; and ensuring that all relevant medical, legal, and factual citations have been applied to a case.

## **F. Decision-making Authority:**

Decisions made include how to deal with and answer questions relative to applications for Veterans Administration benefits, policies and procedures relevant to the operation of the claims office, whether a case should be appealed to the Board of Veterans Appeals or to the Court of Veterans Appeals, and the budgetary needs and expenditures for the office.

Decisions referred include final approval of the budget and requests for statutory changes affecting the operation of the claims office.

## **G. Contact with Others:**

Daily contact with County Veterans Services Officers, the public, veterans' service organizations, and other state agencies to give and receive information on veterans claims processing, pending claims, and veterans benefits; daily contact with the Veterans Administration to give and receive information on claims processing; and weekly contact with the Board of Veterans Appeals and the Court of Veterans Appeals to give and receive information on veterans claims.

## **H. Working Conditions:**

Works in a typical office environment.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- agency and federal laws, regulations, policies, and procedures;
- documents relative to military service and medical treatment in the armed forces;
- causes and effects of several disabilities related to service in the armed forces;
- medical terminology and counseling methods;

Ability to;

- train and supervise;
- deal tactfully with others;
- interpret laws, regulations, and policies;
- prepare and defend budgets;
- document and report information;
- assess program effectiveness;
- make decisions;
- communicate information clearly and concisely;